

Technologist Training Guide

Synthesis PACS

High Plains Radiology
Transition Date: mid-July 2025

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1. Introduction

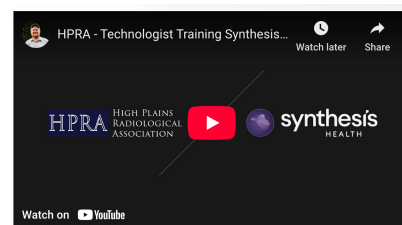
Video: 00:01

Welcome to the Technologist Training for Synthesis PACS. This guide provides basic step-by-step instructions to help you navigate the platform as High Plains Radiology transitions from Merge Unity PACS to Synthesis PACS in July 2025.

We are very excited to make this transition and have put in a lot of work to make this as easy and seamless for our most important users, YOU! Techs play a very important role in the exam & reading process not only for actual imaging but the data that comes along with the exam. You are the final check, you get the angry calls when info is wrong, so it is up to you as a tech to make sure you are sending accurate info with each and every exam. Luckily, we've made it even easier to do so!

Accompanying this training material is a follow-along video which you can find here:

www.highplainsradiology.com/tech-training-synthesis

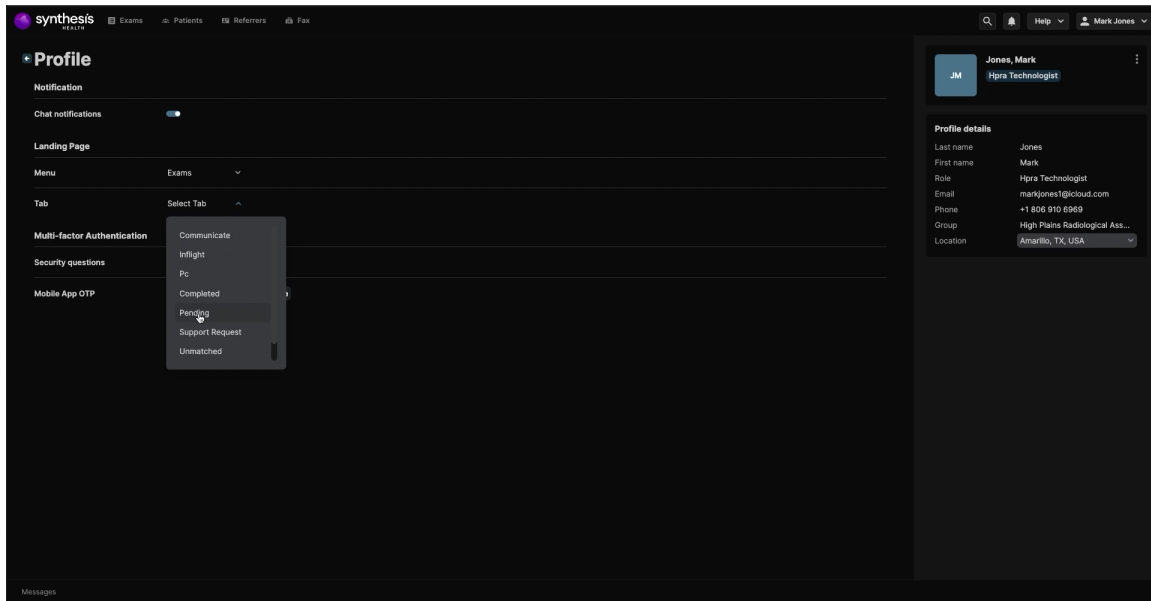


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2. Logging In & Initial Setup

Video: 00:12



To log in:

- Enter your email and click Submit
- Enter your password

You will land on the Profile page by default

- Change your landing page to 'Exams'
- Under 'Select Tab', choose 'Pending'
- Set your location to ensure correct time zone

Change your landing page from "profile" to "exams". Then choose "pending". The pending tab is where you'll spend most of your time as a tech, and it's where we want to land each time we log in. If you do not change your landing page, you will see this profile page every time you log in... not ideal, so please change it.

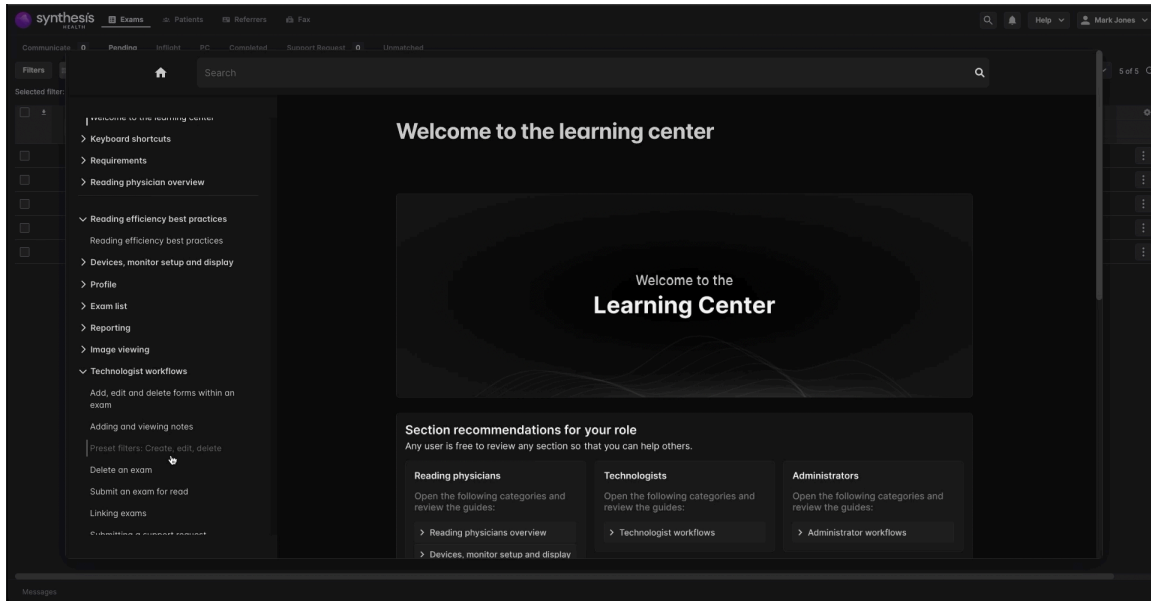
You can also change your name and email, add a phone number if you want, and update your location at any time. The location sets your time zone, so if you're in a different time zone, please set this so your times display correctly in the system.

**Note: this is the same for other users such as ref docs, nurses, etc. – although they will not be using the Pending tab, so they should choose the Completed tab most likely.*

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3. Help Menu

Video: 00:58



We encourage ALL users to use the Help menu. It is very nice, informative, and easy to use. You will be able to find most everything you need in the help menu.

Summary:

- Take a 'Guided Tour'
- Explore the Learning Center for shortcuts, setup, and more
- Take the Basic User Training (Technologist) quiz

*We encourage everyone who uses this system, whether that be techs, ref docs, or radiologists to use the help menu. It's an **excellent** resource. Spend some time in here as much as possible, and you will become an expert!*

Please read the Basic User Training (Technologist) and take the quiz. It's short, and very useful. We strongly believe that if you utilize the help menu and take these steps, you will be much more comfortable on day one and after.

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4. Pending Tab (Tech Workflow)

Video: 02:14

Priority	DUE	DOS	Accession Number	MBN	Patient Name	Age	Mod	Exam Type	Images	Assignee	Notes	Referrer	Activity	Tag
ROUTINE	Om	24-JUN-2025, 10:57 AM	042635420250624	0022743	[REDACTED]	49Y	MG	MAMMO DIGITAL SCREENING W TOM...	406	Not assigned	View	WELLBORN, KERI		
ROUTINE	Om	24-JUN-2025, 9:22 AM	042636020250624	1005477	[REDACTED]	56Y	MG	MAMMO DIGITAL SCREENING W TOM...	381	Not assigned	View	WELLBORN, KERI		
ROUTINE	Om	24-JUN-2025, 9:53 AM	042636820250624	0040122	[REDACTED]	68Y	MG	MAMMO DIGITAL SCREENING W TOM...	494	Not assigned	View	DARTER, THOMAS		
ROUTINE	Om	24-JUN-2025, 10:22 AM	042637820250624	0036817	[REDACTED]	43Y	MG	MAMMO DIGITAL SCREENING W TOM...	395	Not assigned	View	SCHAEFER, DAVID		
ROUTINE	Om	24-JUN-2025, 10:47 AM	042638620250624	1003524	[REDACTED]	32Y	US	OB DETAILED FETAL SURVEY TA	1557	Not assigned	View	RIDENS, DONDI		
ROUTINE	Om	24-JUN-2025, 11:26 AM	042639420250624	1034675	[REDACTED]	30Y	US	OB LIMITED (PLACENTA LOC, AFI, ETC.)	41	Not assigned	View	DARTER, THOMAS		
ROUTINE	Om	24-JUN-2025, 1:08 PM	042641120250624	0028040	[REDACTED]	62Y	MG	MAMMO DIGITAL SCREENING W TOM...	291	Not assigned	View	WELLBORN, KERI		
ROUTINE	Om	24-JUN-2025, 1:59 PM	042641520250624	1011769	[REDACTED]	55Y	MG	MAMMO DIGITAL SCREENING W TOM...	378	Not assigned	View	PRATT, DUSTIN		
ROUTINE	Om	24-JUN-2025, 2:12 PM	042641820250624	1028485	[REDACTED]	23Y	US	OB LIMITED (PLACENTA LOC, AFI, ETC.)	86	Not assigned	View	WELLBORN, KERI		
ROUTINE	Om	24-JUN-2025, 2:12 PM	042641720250624	0025907	[REDACTED]	39Y	XR	SHOULDER RIGHT MIN 2 VIEW	2	Not assigned	View	WELLBORN, KERI		
ROUTINE	Om	24-JUN-2025, 2:34 PM	042641820250624	0033222	[REDACTED]	53Y	MG	MAMMO DIGITAL SCREENING W TOM...	419	Not assigned	View	CALDWELL, RICHARD		
ROUTINE	Om	24-JUN-2025, 2:03 PM	042641920250624	0027626	[REDACTED]	82Y	XR	HAND BILATERAL	6	Not assigned	View	CRIM, DEANE		
ROUTINE	Om	24-JUN-2025, 2:52 PM	042642020250624	1035885	[REDACTED]	19Y	US	OB LIMITED (PLACENTA LOC, AFI, ETC.)	35	Not assigned	View	WELLBORN, KERI		
ROUTINE	Om	24-JUN-2025, 2:23 PM	042642120250624	1020328	[REDACTED]	36Y	XR	KNEE LEFT LIMITED 1 OR 2 VIEWS	2	Not assigned	View	RIDENS, DONDI		
STAT	Om	24-JUN-2025, 2:43 PM	042642220250624	0041097	[REDACTED]	16Y	XR	CHEST 1 VIEW AP OR PA	1	Not assigned	View	BRATTON, LAUREN		
ROUTINE	Om	24-JUN-2025, 2:32 PM	042642320250624	0029030	[REDACTED]	57Y	XR	FOOT RIGHT COMPLETE MIN 3 VIEWS	3	Not assigned	View	CRIM, DEANE		

The Pending tab functions similarly to the 'In Progress' tab in Merge. This is your main workspace as a technologist.

Summary:

- Preset filters by modality are at the top of the page
- View images only by clicking the 'eyeball'
- Single click on an exam to open it
- Review images, verify patient & exam info, fill out forms
- Make any corrections needed if fields show a **red** alert
- Submit exam to radiologists

At each facility, there is a DICOM router installed either on the old HPRA 'catapult' computers, or installed on a server managed by your facility. All exams are sent from either your PACS (preferred) or modalities, to the DICOM router, and then compressed and uploaded to Synthesis automatically. During upload, they will show up in the Pending tab and if refreshed, the image counter will go up. Sometimes the image counter does not update or can be wrong, so please verify your images by viewing them. That is a standard radiology tech best practice.

We have sent several test exams (migrated ~ 1 million) and have seen the average for sending exams is only a few minutes... even tomo mammos!

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Pending Tab (Tech Workflow) – (continued)

The screenshot shows the Synthesis PACS interface with the 'Exam Information' tab selected. The 'Exam Information' section includes fields for Exam ID, Study UID, Accession number, DOS, Tech, Referrer, Referrer phone, Modality, Status, Priority, TAT, Read type, Assignee, Tag study, and Reason for exam. The 'Patient details' section includes fields for Patient name, MRN, DOB, Sex, and Facility. The 'Facility' section includes fields for Facility name, Type, Address, Zip code, Phone number, Inbound fax, Email, Department, Location, and Directory. The 'Reason for exam' section includes a dropdown menu with 'PAIN' selected. The right sidebar shows a list of exams with details like Exam ID, Exam code, Exam type, and Exam date.

When opening an exam, first go to the 'Exam Information' tab. Ensure all fields are populated correctly. Pay special attention to referring doctor, exam code, and patient demographics, and reason for exam. If anything is missing or incomplete, there will be a **red exclamation** next to it. You will have to add or correct the info in order to submit the exam to the radiologists. **Reason for exam is required on every exam.**

HL7 Interfaced Facilities:

- HL7 orders are automatically attached to the DICOM images if the accession numbers match (and they should!)
- Orders first go to the 'Unmatched' tab where they await the DICOM images and then auto-attach
- A good indicator that the HL7 order attached, is whether the reason for exam is filled in or not – if it is missing then it is very likely we did not get the order or there is an issue with it
- Reports send out the same as before

Non-HL7 Interfaced Facilities:

- Orders are automatically created based on info from the DICOM header (images themselves)
- Accession number can NOT be changed once sent to Synthesis
- Wrong info on your modality = wrong info in PACS
- Automatic exam code mapping: the system will use some AI magic to convert your exam description to a standardized exam code in Synthesis – if for some reason it cannot, you must pick one manually
- You must add the reason for exam manually (very rare, but some modalities can send this in DICOM)
- Much easier than before!

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5. Tech Forms

Video: 04:31

Certain exams will have 'Tech Forms' attached to them so the tech can include needed information for the radiologist to read the exam. You are already doing this, but on paper forms. In Synthesis, you will use the digital forms instead. We have tried to make each form as detailed as possible while still being easy to use. Any information not entered will not submit to the radiologist.

- Applicable to some but not all of: US, MG, NM, BMD, CT (radiation/contrast info)
- Before submitting an exam, **check the Current Forms tab** for any fillable forms
- Some forms have required fields, you cannot submit unless filled
- You must click **Complete** to save the form
- Forms can be modified on the Inflight (unread) tab as well, but not ideal

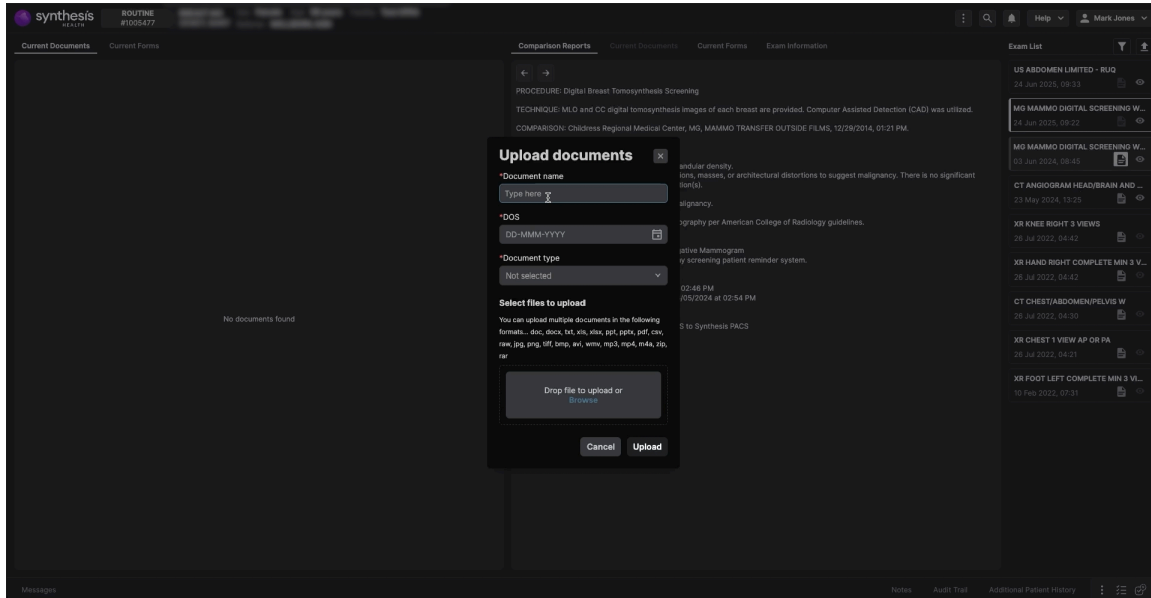
If your modality is able to send SR data, we can use that data to automatically fill out most forms. Although, this may not be available until August 2025.

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6. Uploading Documents

Video: 05:43



Most new exams will not need a document scanned in, but you will need to upload reports for any priors you send. The report must be uploaded with this workflow and not added to the DICOM images.

Some mammo exams may require uploading of documents.

To upload documents:

- Click the three dots on the exam
- Select 'Upload Documents'
- Enter required information
- Drag to upload or choose the file

Scanning:

- You can use any scanner on any computer
- Not a native scanning app like Merge
- Scan to a file, and save to a folder (e.g. 'Downloads' or 'Documents')
- Upload using the above instructions

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7. The Inflight Tab (unread exams)

Video: 06:12

The screenshot shows the Synthesis PACS interface with the 'Inflight' tab selected. The table displays a list of exams with columns for Priority, Due time, Date/Time, Accession Number, Modality, Patient Name, Age, Mod, Exam Type, Images, Assignee, Notes, Referrer, and Activity. The exams are listed in descending order of due time.

Priority	Due	Date/Time	Accession Number	Mod	Patient Name	Age	Mod	Exam Type	Images	Assignee	Notes	Referrer	Activity
STAT	21h 51m	23-JUN-2025, 4:36 PM	042634020250623	1037526	[REDACTED]	47Y	CT	ABDOMEN/PELVIS W	294	Not assigned	View	BRATTON, LAUREN	
STAT	19h 36m	23-JUN-2025, 6:19 PM	042634420250623	0042485	[REDACTED]	20Y	XR	ABDOMEN SERIES COMPLETE 2 VIEWS	3	Not assigned	View	WILLIAMS, TAWNA	
STAT	6h 16m	24-JUN-2025, 8:25 AM	042635220250624	1040367	[REDACTED]	57Y	XR	PELVIS 1 OR 2 VIEWS	2	Not assigned	View	BRATTON, LAUREN	
STAT	6h 31m	24-JUN-2025, 8:38 AM	042635320250624	0044913	[REDACTED]	84Y	XR	CERVICAL SPINE LIMITED 2 OR 3 VIEWS	3	Not assigned	View	BRATTON, LAUREN	
STAT	2h 10m	24-JUN-2025, 9:22 AM	042635720250624	1040060	[REDACTED]	9M...	XR	CHEST 2 VIEW PA AND LATERAL	2	Not assigned	View	BRATTON, LAUREN	
STAT	5h 55m	24-JUN-2025, 9:03 AM	042635820250624	1041059	[REDACTED]	4M...	XR	CHEST 2 VIEW PA AND LATERAL	2	Not assigned	View	BRATTON, LAUREN	
STAT	1h 20m	24-JUN-2025, 12:17 PM	042640320250624	1003139	[REDACTED]	43Y	XR	ABDOMEN KUB 1 VIEW	2	Not assigned	View	BRATTON, LAUREN	
STAT	1h 25m	24-JUN-2025, 12:13 PM	042640520250624	0044087	[REDACTED]	70Y	XR	CHEST 1 VIEW AP OR PA	1	Not assigned	View	BRATTON, LAUREN	
STAT	1h 25m	24-JUN-2025, 12:10 PM	042640620250624	0044067	[REDACTED]	70Y	XR	PELVIS 1 OR 2 VIEWS	2	Not assigned	View	BRATTON, LAUREN	
STAT	1h 25m	24-JUN-2025, 12:44 PM	042640920250624	1041768	[REDACTED]	77Y	XR	SHOULDER LEFT MIN 2 VIEW	2	Not assigned	View	BRATTON, LAUREN	
STAT	1h 20m	24-JUN-2025, 12:25 PM	042640720250624	1041768	[REDACTED]	77Y	CT	HEAD/BRAIN WO	296	Not assigned	View	BRATTON, LAUREN	
STAT	1h 19m	24-JUN-2025, 12:25 PM	042640820250624	1041768	[REDACTED]	77Y	CT	CERVICAL SPINE WO	253	Not assigned	View	BRATTON, LAUREN	
ROUTINE	1h 26m	23-JUN-2025, 4:36 PM	042634220250623	1002522	[REDACTED]	58Y	XR	SHOULDER RIGHT MIN 2 VIEW	2	Not assigned	View	RAIBE, LORI	
ROUTINE	1h 30m	23-JUN-2025, 5:10 PM	042634320250623	1029978	[REDACTED]	24Y	XR	FOOT RIGHT COMPLETE MIN 3 VIEWS	3	Not assigned	View	RAIBE, LORI	
ROUTINE	19h 29m	24-JUN-2025, 7:33 AM	042634620250624	1022668	[REDACTED]	64Y	XR	ABDOMEN KUB 1 VIEW	2	Not assigned	View	WILLIAMS, TAWNA	
ROUTINE	16h 28m	24-JUN-2025, 8:13 AM	042634820250624	0022532	[REDACTED]	79Y	US	US VENOUS IMAGING BILAT	73	Not assigned	View	HAGAR, KIMBERLY	
ROUTINE	16h 26m	24-JUN-2025, 8:20 AM	042635020250624	1002114	[REDACTED]	68Y	MR	SHOULDER RIGHT WO IV	164	Not assigned	View	CRIM, DEANE	
ROUTINE	20h 58m	24-JUN-2025, 10:57 AM	042635520250624	0022743	[REDACTED]	49Y	CT	ABDOMEN/PELVIS W	394	Not assigned	View	WELLBORN, KERI	

The Inflight tab shows all exams unread, ready for radiologists to view. Much like the Pending tab and others, you can view quick details of all exams, use filters, sort, search, and so on. Clicking on any exam will take you to the exam details where you can make changes if needed.

- Make changes if needed (except accession number)
- See which radiologist has the exam in worklist
- See who has exam locked
- View Due times

Unread and Read exams are in different locations in Synthesis, and Inflight is unread or needing addendum only. You will not find read exams here.

Addendums:

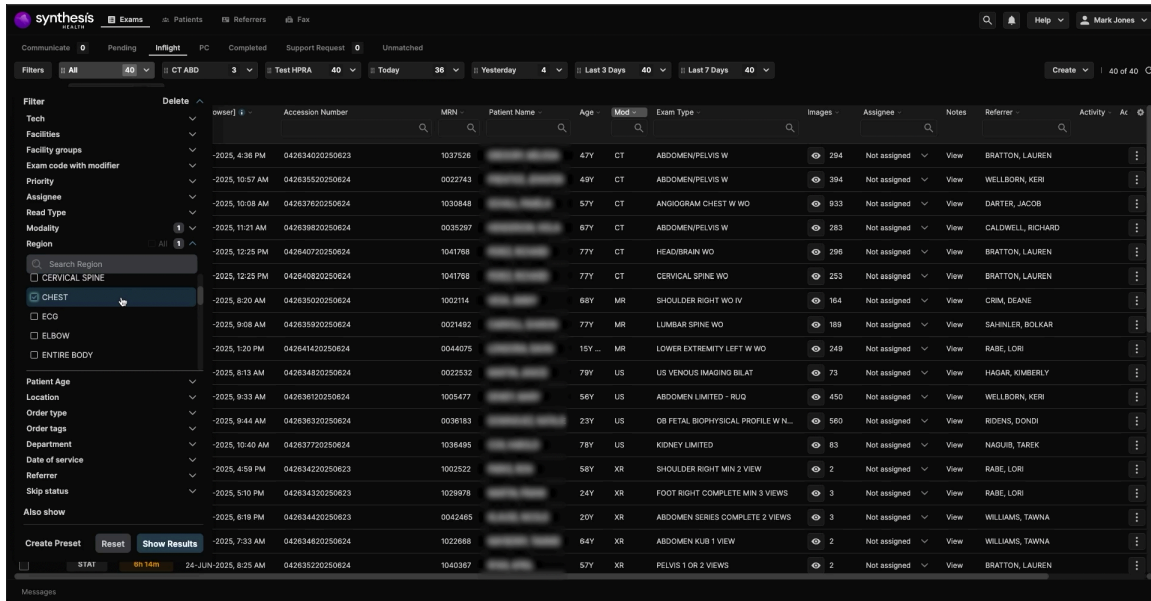
- You may request an addendum for any exam (from Completed tab)
- Exam shows back here, the Inflight tab
- Radiologist sees the exam and request and can make an addendum
- Exam leaves Inflight tab and goes to Completed

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8. Filtering, Sorting, Custom Views

Video: 07:28



You can customize your view in many ways and search efficiently:

- Click the cogwheel to add/remove and sort columns
- Create presets (e.g., 'XR Chest' showing only x rays of the chest body region)
- Sort by any column ascending or descending
- Columns with a magnifying glass can be searched (e.g., searching by patient name)
- Can search multiple columns at once
- Your settings will follow you anywhere (saved between computers)

Some tabs share filter presets and others do not. Example: presets on the Inflight tab are different from the Completed tab.

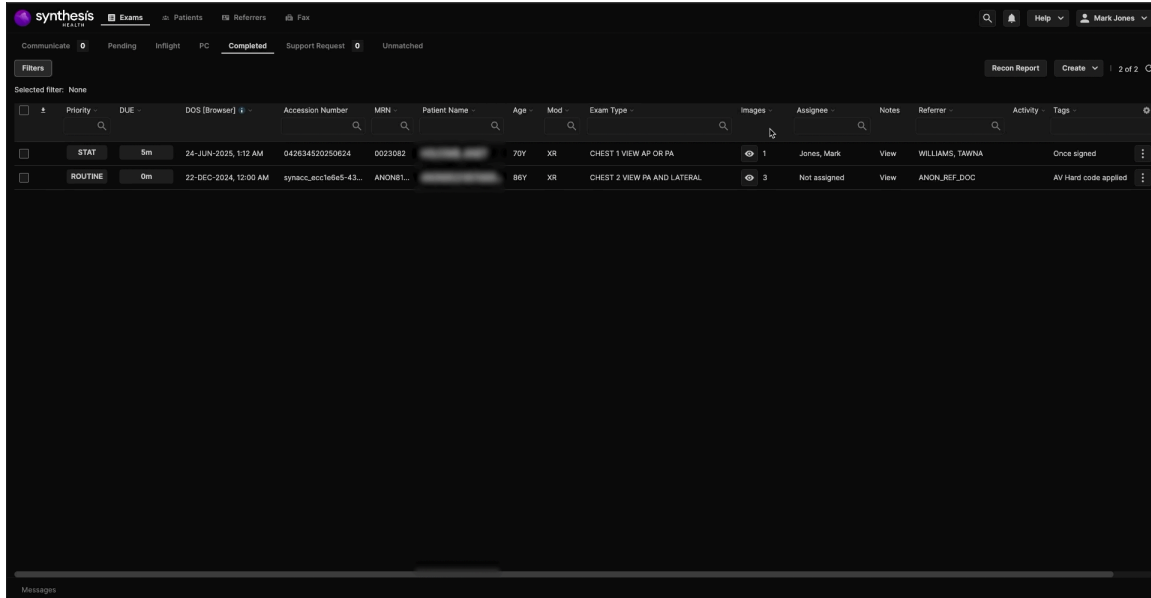
The UI is always dark and cannot be changed.

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9. Completed Tab (read exams)

Video: 08:23



The Completed tab shows read exams as well as any uploaded prior exams, whether read by HPRA or not.

- **Priors will automatically come straight to Completed if they are more than 30 days old**
- Addendums can be requested from here (3 dot menu, "Request Addendum")
- Click exam to open and view report
- Can copy/paste report or view PDF report
- Can resend ORU or Fax from here (right click, "Resend Report")

We will no longer use "connect.highplainsradiology.com" for PACS access; everyone will use Synthesis. Ref docs and some other users will see less, but have the same functions.

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10. Unmatched Tab (HL7 orders)

Video: 09:01

The screenshot shows the Synthesis PACS interface with the 'Unmatched' tab selected. The table displays a list of orders with columns for Priority, DUE, DOS (Browser), Accession Number, MRN, Patient Name, Age, Mod, Exam Type, Images, Assigned, Notes, Referrer, Activity, and Tags. The 'Assigned' column shows 'Not assigned' for all entries.

Priority	DUE	DOS (Browser)	Accession Number	MRN	Patient Name	Age	Mod	Exam Type	Images	Assigned	Notes	Referrer	Activity	Tags
ROUTINE	0m	24-JUN-2025, 7:48 AM	0426347202050624	1009358	[REDACTED]	79Y	NM	CARDIAC MYO PERFUSION REST STR...	0	Not assigned	View	PRATT, DUSTIN		
ROUTINE	0m	24-JUN-2025, 8:14 AM	0426348202050624	1039117	[REDACTED]	19Y	XA	FLUOROSCOPY LESS THAN 1 HOUR	0	Not assigned	View	BRITTEN, TYLER		
ROUTINE	0m	24-JUN-2025, 8:22 AM	0426351202050624	1006904	[REDACTED]	71Y	NM	CARDIAC MYO PERFUSION REST STR...	0	Not assigned	View	PEREZ, COLBERT		
ROUTINE	0m	24-JUN-2025, 8:45 AM	0426356202050624	100001	[REDACTED]	62Y	NM	CARDIAC MYO PERFUSION REST STR...	0	Not assigned	View	PEREZ, COLBERT		
ROUTINE	0m	24-JUN-2025, 9:17 AM	0426362202050624	1034606	[REDACTED]	72Y	NM	CARDIAC MYO PERFUSION REST STR...	0	Not assigned	View	PEREZ, COLBERT		
ROUTINE	0m	24-JUN-2025, 10:01 AM	0426374202050624	1006904	[REDACTED]	71Y	US	CARDIAC ECHO TTE, LIMITED	0	Not assigned	View	PEREZ, COLBERT		
ROUTINE	0m	24-JUN-2025, 10:02 AM	0426379202050624	100091	[REDACTED]	82Y	US	CARDIAC ECHO TTE, LIMITED	0	Not assigned	View	PEREZ, COLBERT		
ROUTINE	0m	24-JUN-2025, 11:01 AM	0426388202050624	1034606	[REDACTED]	72Y	US	CARDIAC ECHO TTE, LIMITED	0	Not assigned	View	PEREZ, COLBERT		
ROUTINE	0m	24-JUN-2025, 11:12 AM	0426390202050624	1040599	[REDACTED]	78Y	XA	FLUOROSCOPY LESS THAN 1 HOUR	0	Not assigned	View	BRITTEN, TYLER		
ROUTINE	0m	24-JUN-2025, 12:54 PM	0426412202050624	0037184	[REDACTED]	21Y	US	OB LIMITED (PLACENTA LOC, AFL ETC.)	0	Not assigned	View	RIDENS, BONDI		
ROUTINE	0m	24-JUN-2025, 12:59 PM	0426413202050624	0032097	[REDACTED]	81Y	US	CARDIAC ECHO TTE, LIMITED	0	Not assigned	View	PEREZ, COLBERT		
STAT	0m	24-JUN-2025, 4:17 PM	0426428202050624	1041789	[REDACTED]	17Y	XR	ABDOMEN KUB 1 VIEW	0	Not assigned	View	BRATTON, LAUREN		

Like the Scheduled tab in Merge, the Unmatched tab is simply where your HL7 orders are shown. If there is any issue on the Pending tab with an exam, you can come to Unmatched to see if the order is there. Then the issue can be determined.

- Only used for HL7 interfaced facilities
- Orders will auto-match to exams in Pending tab if info matches
- Once matched, they leave the Unmatched tab
- Can pre-fill forms from here if wanted, but not necessary

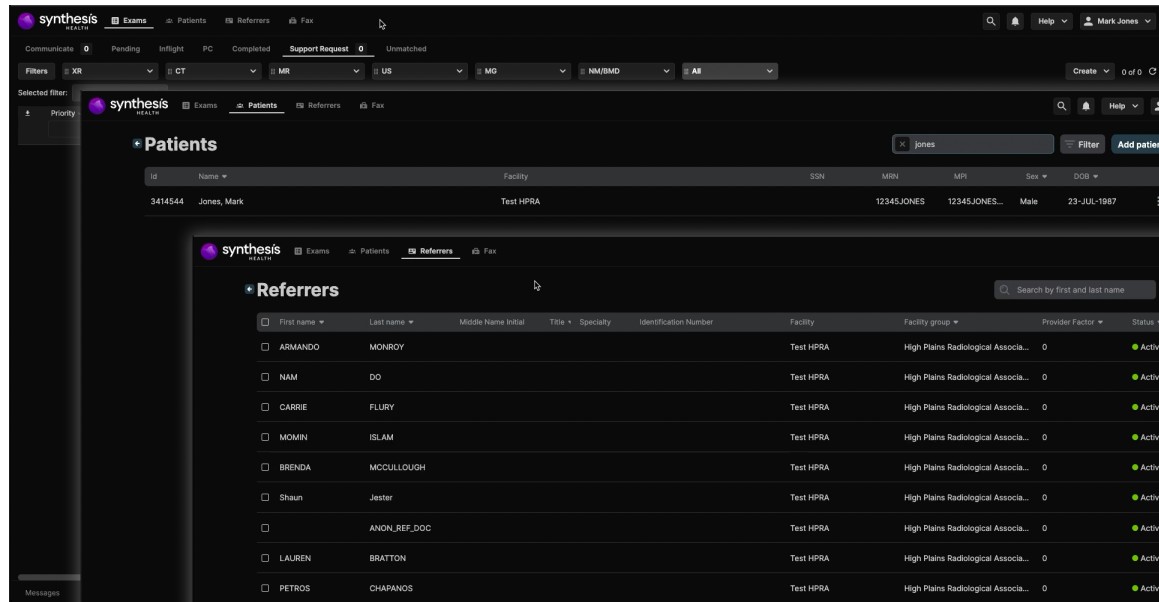
As mentioned before, if on the Pending tab your exam is missing info and that is a good indicator of a missing HL7 order. You can check the Unmatched tab for the order, and then call HPRA IT to check for any issues.

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11. Misc - Support Request, Patients, Referrers, etc.

Video: 09:26



Support Request:

The support request tab is used by techs and radiologist to fix exams that are incomplete or problematic. If a radiologist opens an exam and finds an issue, such as a missing series on a CT, they can pause reading and send the exam to Support Request. The tech then goes to the Support Request tab and fixes the issue and resolves the request. Once you fix the issue, the exam returns to the Inflight tab and reassigns to the original radiologist.

- To add images to an exam in Support Request, simply send what is missing
- If accession numbers match, images will auto-merge to the exam
- You are responsible to fix your exams
- Please **pay attention to the Live Count on the Support Request tab** (higher than zero means you have exams to fix)
- You may get a call informing you there is an exam sent to Support Request

Patients:

- Typical place to find patients, their exams, and modify patient info

Referrers:

- Place to find and modify your ref docs (add or modify fax, etc)

Do not pay attention to the Fax tab for now, it will not be used much. Reports can be auto-faxed but limited info available to techs.

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12. Adding Notes to Exams

Video: 10:18

The screenshot displays the Synthesis PACS interface. The top navigation bar includes the Synthesis logo, a user profile for Mark Jones, and a search icon. The main content area is divided into several sections:

- Current Documents:** A section on the left showing "No documents found".
- Exam Information:** A central panel containing exam details such as Exam ID (455880279), Study UID (1.312.2.11075.8.1123.2025062414...), Accession number (042842220250624), Exam code (20023), Exam type (Chest 1 View Ap Or Pa), and various checkboxes for Contrast, Laterality, and Referrer report delivery. It also shows Status (Pending), Priority, TAT (On), and Read type (Final).
- Facility details:** A section below exam information showing Facility (Test HPRA), Type (Clinics and medical offices), and Inbound fax (+1 888 833 6045).
- Notes:** A section at the bottom with a "Tech Notes" tab selected. It contains a text input field with the text "pt was moving around - claustrophobic" and a "Save" button. There is also an "Ops Notes" section with a "Start typing..." prompt.
- Exam List:** A sidebar on the right showing a list of exams, including "XR CHEST 1 VIEW AP OR PA" (24 Jun 2025, 14:43), "XR CHEST 2 VIEW PA AND LATERAL" (20 Aug 2024, 18:28), "US ABDOMEN AND ABDOMINAL WA..." (09 May 2023, 01:12), "CT ABDOMEN/PELVIS W" (28 Oct 2022, 09:59), and "CT ABDOMEN/PELVIS W" (11 Feb 2022, 16:55).

The way notes are used in Synthesis will be updated very soon, but currently techs can add free-text notes under the notes bottom tab inside each exam. Once you enter text and click Save, your name and timestamp will appear with the note and be available to the radiologist.

- Currently not like notes in Merge
- Very simple, basic
- More features coming soon – tasks, tags (note types, etc)
- Will not show on report

Notes are very basic at the moment, but there will be several features added in regards to exam notes in the very near future, possibly by the time you are using Synthesis. We will reach out and show you how that works when it is available.

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13. Conclusion

Video: 10:42

Hopefully this guide and video provided enough detail to get you started and send exams successfully. The help menu in Synthesis can provide more detail and we strongly suggest using it. As always, feel free to contact HPRA IT and we will help.

We can't wait to hear your feedback on this new PACS!

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